

PAY TELEPHONE LINES (PTL)

(N)

B. REGULATIONS (Cont'd)

1. TYPES OF PTL (Cont'd)

c. Network Controlled Inmate Line (NCIL) (Cont'd)

(M)

NCIL service may be provisioned as a:

- a. Coinless One-Way, Outgoing Mechanized Collect Only dial tone line (C)
- b. Coinless Two-Way dial tone line (C)

Calls to Telephone Company numbers such as repair service, directory assistance, live operator (0-) Toll Free numbers, 10XXX and public emergency service numbers such as 911 will be blocked from all Network Controlled Inmate Lines.

The following are standard blocking/screening features included in the NCIL:

- (1) Toll Billing Exception - is an inward screening that disallows the billing of collect or third number calls to the inmate line.
- (2) Originating Line Number Toll Screening - provides special screening codes to the operator services switch identifying any outward call screening on the line.
- (3) 900 blocking - prevents an exchange user from accessing 900 service telephone numbers.

d. Customer Owned Coin Operated Telephone (COCOT)

COCOT is an individual dial tone line, message or measured rated, exchange service designed for use with station-controlled pay telephones.

(T)

The following COCOT Service-Blocking, Screening and Billing Options are provided where facilities permit:

(C)

- (1) Incoming Blocking - prevents incoming calls from being received; only outgoing calls can be placed over the facility.
- (2) Outgoing Blocking - restricts all outgoing local and toll calls to operator-handled or Calling Card calls.
- (3) Incoming/Outgoing Screening - prevents the completion of incoming collect or third number calls, when such calls originate within the continental United States and when such calls are processed through the billing verification database. Outgoing operator-handled calls are restricted to collect, third number and calling card only.

(C)

(D)

(T)

PAY TELEPHONE LINES (PTL)

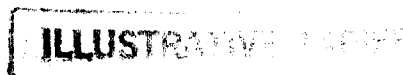
ILLUSTRATIVE TARIFF

(N)

B. REGULATIONS (Cont'd)

2. NCCL and NCNL dial tone lines may be provisioned as a Two-Way or One-Way Outgoing Only exchange dial tone line.
3. The NCCL and NCNL dial tone lines prevent the completion of collect or third number calls, when such calls originate within the continental United States and when such calls are processed through the billing verification database. Outgoing operator-handled calls are restricted to collect, third number and calling card only.
4. NCCL, NCNL, and COCOT dial tone lines may be provisioned with 900 blocking, an optional feature that provides the ability to block origination of direct-dialed 900 calls at the regulations and rates specified in Section 20C of this Tariff.
5. Line Side Answer Supervision may be provided on NCNL and COCOT dial tone lines on an optional basis. This feature detects and provides signaling to activate billing mechanisms upon connection of a call and deactivate billing mechanisms when the call is terminated.
6. Directory listings are not available with NCIL One-Way, Outgoing Only NCCL One-Way, Outgoing Only NCNL and COCOT provisioned with the incoming blocking option.
7. Directory listings are available with the NCCL Two-Way, NCNL Two-Way and COCOT dial tone lines subject to the regulations applicable to listings for individual line business service.
8. Only one pay telephone will be permitted to be connected to each PTL. Extensions must be configured and wired so that one telephone will operate on the line at one time.
9. PTL service may be resold or shared subject to the provisions set forth in P.S.C. Regulation Docket No. 12 and Section 1 of this Tariff. (C) (M)
10. Premises Work Charges (Section 20B of the Guide for Detariffed Services - Competitive) apply for each premises visited where customer-provided equipment is connected to Telephone Company facilities and where the service difficulty or trouble is not the result or failure of Telephone Company services or facilities. (T)
11. Pay telephones connected to a PTL must comply with all applicable federal, state and local laws and regulations concerning use by the disabled persons and the hearing disabled. (C)
12. Pay telephones connected to a PTNL must be registered in compliance with Part 68 of the FCC Code of Regulations. (N)
13. The PTL subscriber shall be responsible for the installation, operation and maintenance of any pay telephone used in connection with this service.

PAY TELEPHONE LINES (PTL)



(N)

B. REGULATIONS (Cont'd)

14. The PTL subscriber shall be responsible for payment of all charges, including applicable FCC charges, associated with this service.
15. Failure of the subscriber to comply with the provisions of this tariff may result in the suspensions or disconnection of the subscriber's service.

C. RATES

1. The connection charge(s) for each PTL are specified in Section 20C of this Tariff. (C) (M)
2. In addition to rates shown in this Tariff, each PTL exchange line, except as specified for NCIL, will be billed at the same rates and charges as those for an individual Business Dial Tone Line with appropriate Density Cell classification and measured local usage rates as specified in P.S.C.-Del.-No. 3A Tariff. (C)
3. All sent-paid intraLATA toll calls will be handled by the Telephone Company and charged at the appropriate message toll rate specified in Section 27 of the Guide for Detariffed Services - Competitive or in the FCC No. 5 Tariff. (N)  
  
Any sent-paid intraLATA toll call that is not rated by the Telephone Company will be rated the same as Message Toll Service in Section 27 of the Guide for Detariffed Services - Competitive or in the FCC No. 5 Tariff.
4. A PTL subscriber may request that the dial tone line be arranged for Touch-Tone Calling Service where available at the applicable Business Line rate specified in Section 30C of this Tariff. (C) (M)
5. PTL subscribers, except as specified for NCIL, are subject to the same Directory Assistance rates applicable to business service as specified in Section 5 of this Tariff. (N)
6. Private Telephone Number Service (as described in Section 5 of this Tariff) will be provided at no charge upon the PTL subscriber's request. (M) (C)

PAY TELEPHONE LINES (PTL)

ILLUSTRATIVE RATES

(N)

C. RATES (Cont'd)

	Monthly Rate	Nonrecurring Charge	USOC	
7. PTL Access Lines, each				
a. NCCL (Coin)				
One-Way, Outgoing only	\$ 8.99 (1) (2)	-	1X0	
Two-Way Service	5.99 (1) (2)	-	1XU	
b. NCNL (Non-Coin)				
One-Way, Outgoing only	10.99 (2)	-	1D0	
Two-Way Service	7.99 (2)	-	1DU	
c. NCIL (Coinless)				(M)
One-Way, Outgoing only	30.00	-	1UO	
Two-Way Service	28.00	-	1UU	
d. COCOT	(2)	-		(N)
8. Line Side Answer Supervision, each	1.65	\$25.00 (3)	A4SLX	(T) (M)
9. COCOT Blocking/Screening Options				
(a) Incoming Blocking, each	3.00	24.97 (3)	PSEB1	
(b) Outgoing Blocking, each	3.00	24.97 (3)	PSEB0	
(c) Incoming/Outgoing Screening, each	4.99	24.97 (3)	PSES1	

Notes:

- (1) NCL is a measured local calling service but measuring for coin operated payphones is currently not technically feasible. In the interim, an unlimited local calling monthly rate of \$8.84 will also be billed for NCCL One-Way outgoing only and NCCL Two-Way services. (N)
- (2) The recurring monthly rate is in addition to the appropriate Dial Tone Line Rate (see C.2 preceding). (N)
- (3) The Product Service Charge is not applicable when these features are provided with the initial installation of the dial tone line. (C) (M)

**ATTACHMENT B**

**INDEPENDENT PAYPHONE PROVIDER  
INFORMATION PACKAGE**

RECEIVED

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FEDERAL BUREAU OF INVESTIGATION  
OFFICE OF SECRETARY

# Independent Payphone Provider Information Package

Customer Service is Our Top Priority





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## **SECTION 1**

### **BELL ATLANTIC MISSION STATEMENT**

WE WILL BE TOTALLY COMMITTED TO BEING A  
RECOGNIZED NATIONAL LEADER IN PROVIDING THE  
HIGHEST QUALITY PRODUCTS AND SERVICES TO  
INDEPENDENT PAYPHONE PROVIDERS. WE WILL SATISFY  
THEIR NEEDS AND REQUIREMENTS THE FIRST TIME,  
EVERY TIME.

**CUSTOMER SERVICE IS OUR TOP PRIORITY.**



## SECTION 2

### **INDEPENDENT PAYPHONE PROVIDER SERVICE CENTER (IPPSC)**

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## **Purpose and Responsibility**

The Independent Payphone Provider Service Center (IPPSC) offers you a central point of contact for your service requests:

### **Pennsylvania/Delaware**

Bell Atlantic Independent Payphone  
Provider Service Center  
P.O. Box 58580  
Philadelphia, PA 19102  
Tel. #800-924-1590  
Out of State #215-466-8266  
Fax #215-563-7887

### **New Jersey**

Bell Atlantic Independent Payphone  
Provider Service Center  
50 Burnett Avenue, 2nd Floor  
Maplewood, NJ 07040  
Tel. #800-648-0417  
Out of State #201-761-1868  
Fax # 201-762-2671

### **Maryland/West Virginia/Virginia/Washington, DC**

Bell Atlantic Independent Payphone Provider Service Center  
6810 Dogwood Road  
Baltimore, MD 21244  
Tel. #800-445-5120  
Out of State #800-654-2651  
Fax #410-597-8517

## **Installation and Processing**

When you place an order, we will assist you and provide information on the provisioning of our COCOT Line, as well as various blocking and screening services which are available to you. COCOT Service Request forms are located in Section 11 of this package.

### **Notification**

We will notify you of all details about your order, including due dates, assigned telephone numbers, and the availability of the services you have requested.

### **Service Difficulties**

The IPPSC serves as your point of contact on installation inquiries on the day of installation. In all states, please contact our repair department if you experience service difficulties after the date the service order has been completed.

## **Repair Numbers**

Within:	Pennsylvania/Delaware	- Dial 611	
	Out of State or Area Code	- 215	Call 215-690-7070
		717, 814	Call 717-826-5180
		412	Call 412-633-5396
		302	Call 302-856-0071
Within:	NJ	- Dial 611	
	Out of State	- 201-555-1515	
Within:	C&P	- Dial 611	
	Out of State or Area Code	- Dial area code of number needing attention and	954-4100



## SECTION 3

### INDEPENDENT PAYPHONE PROVIDERS

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## **Vendor/Customer Responsibilities**

The following summary highlights those vendor responsibilities that are important for the provisioning of service by Bell Atlantic.

### **Letter of Authorization - (Agency Agreement)**

Statement of agency authorization must be provided by your company to the IPPSC prior to processing any request for service displacing payphone service. This statement may be in the form of either a blanket or individual Letter of Authorization.

### **Blanket Agency Agreement**

The Blanket Agency Agreement/Blanket Agency Identification Number (BAIN) is a contract between a vendor and an operating company that allows the vendor to request information and place service requests.

The Blanket Agency Agreement provides the following advantages:

- One agreement allows the vendor to interface with any COG, Coin Center Office or Business Office within the Bell Atlantic region.
- The vendor can conduct business without submitting an LOA (unless an LOA is requested).

The vendor officer, owner or authorized representative must:

- Have authority to commit that vendor to the conditions of the agreement.
- Act within the scope of the vendor authority as customer agent.
- Possess a current individual LOA and maintain it in the vendor's files for submission upon request.

Your company may submit a Blanket Agency Agreement application to Bell Atlantic. Submission of the application eliminates the need for you to forward a copy of the individual agency agreement between you and your customer.

Blanket Agency Agreement letters should be forwarded to:

Bell Atlantic  
Assistant Manager - COG Staff  
1320 N. Court House Road  
3rd Floor  
Arlington, VA 22201

The coordinator will review your agreement and will assign your company a permanent Blanket Agency Identification Number (BAIN). Companies with multiple locations can submit one (1) agreement to serve for all their branch offices or if they choose to, submit an agreement per office.

This agreement will be valid in the Bell Atlantic region.

Questions regarding the regional Blanket Agency Agreement may be directed to the COG staff on 703-974-2534. \*If you do not choose to apply for a BAIN, your company must provide the COG with a copy of the customer's LOA prior to requesting service or information on the account in question.

The Blanket Agency Agreement, and specific requirements and instructions for completing the Blanket Agency Agreement and supplemental sheet are outlined in Section 11, Page 1.

**\* An audit may be conducted by the Bell Atlantic COG to ensure compliance with the Blanket Agency Agreement.**

### **Individual Letters of Authorization**

The individual LOA authorizes the vendor to request service or information on behalf of the space provider. This authorization is necessary for any third party type transactions such as: billing the service in the property owner's name, displacing a Bell Atlantic payphone, or contract details.

All individual LOAs must contain the following information:

- Name, address and telephone # of both the designated vendor and property owner
- Specific financial responsibility clause
- Clause of exemption of Bell Atlantic responsibility for negotiating service with the customer's representative
- **Signatures of both the vendor and property owner, decision makers or designated persons of authority**

Documents of LOA authenticity (the actual letters of agency) are kept on file in the IPPSC. Any written information requested by a designated vendor requires having an individual LOA on file in the IPPSC for each agent/property owner. A sample LOA is found in Section 11 of this vendor package for your convenience.

**Individual LOAs are considered to be verification of LOA authenticity, and are to be provided to the IPPSC upon request.**

### **Responsibilities**

For the IPPSC to provide high quality service, it is essential that service requests and information provided by vendors be timely, complete, clear and precise.



It is the vendors responsibility to clearly post the following information on their pay phone(s): 1) dialing instructions, 2) lost coin refund instructions and 3) repair reporting instructions on each telephone set. This alleviates confusion and frustration for the users and the operators. Requirements vary by state. Also, the "Telephone Operator Consumer Services Improvement Act of 1990" involves legislation establishing specific statutory requirements for aggregators and operator service providers. COCOT customers/vendors should refer compliance questions to an attorney or a payphone association.

## **911**

The customer-owned-coin-operated telephone must allow access to the 911 emergency code or to the "0" operator in non-911 service areas at no charge to the public.

The following is Bell Atlantic standard operating policy regarding 911 emergency service provided from a Public Telephone:

911 Tariffs in every state (and Corporate policy where not tariffed) reflect that:

- The calling party is not charged for calls placed to the 911 number.

The intent of this policy is to maximize the accessibility of emergency services to the public whether or not the caller has coins in his or her possession.

- Additionally most 911 services are arranged to allow the emergency service agency (law enforcement, fire protection or emergency medical agencies) to either "ring back" the calling station, or be provided with the caller's telephone number to facilitate calling the caller back. This feature is crucial where the emergency service agencies require additional information in order to respond to emergencies.

Refer to each state's tariff for specific responsibilities and other restrictions.

The following address information for payphone locations is necessary for the proper functioning of the 911 System and should be considered when reviewing existing payphone locations and placing orders for new payphone installations:

1. Exact street number. If this isn't available, specify the nearest exact street address, for example 130-x means that the payphone is close to street number 130.
2. Exact street name according to street sign. Cross addresses, for example Main and 3rd Streets, are not acceptable to the 911 System.
3. Correct street name suffix, i.e., road, avenue, street, etc.

4. Tax paying municipality - the municipality or town where the payphone is physically located and to whom taxes are paid and that provides fire, police and emergency medical services. (Not the municipality used for postal purposes.)
5. Other payphone location details, i.e., inside or outside, floor, room number or name, building name, mall name, etc. These extra bits of information may save valuable minutes in an emergency where the payphone is located in a mall, office complex, or travel center.

## **Payphone Associations**

### **New Jersey**

Harvey Millman  
President  
New Jersey Payphone Group (NJPG)  
11 Scarsdale Drive  
Livingston, NJ 07039  
(201) 992-1292

Barbara B. Silkworth  
Executive Director  
New Jersey Payphone Association (NJPA)  
P.O. Box 40  
Oceanport, NJ 07757  
(908) 542-9292

### **Pennsylvania/Delaware**

Harvey Ostrow  
President  
Central Atlantic Payphone Association (CAPA)  
c/o TeleData Pay Telephone Service  
600 N. Bell Avenue  
Carnegie, PA 15106  
(412) 276-5650

### **Maryland, Washington, DC, Virginia, West Virginia**

William Gibson - President  
Mid Atlantic  
Payphone Association  
P.O. Box 136  
10780 Hanna Street  
Beltsville, MD 20705

### **National Association**

Lisa Roddy-Burns  
Executive Director  
American Public Communications Council, Inc. (APCC)  
2000 "M" Street NW, Suite 550  
Washington, DC 20036  
(202) 296-9800

## **Public Utility Commissions**

For specific tariff information and COCOT regulations, contact the appropriate public utility:

West Virginia Public Service Commission  
201 Brooks Street  
Charleston, WV 25323  
(304) 340-0300

State Corporation Commission of Virginia  
1300 E. Main Street  
Richmond, VA 23219  
(804) 371-9675

Public Service Commission of the District of Columbia  
450 5th Street, NW  
Suite 800  
Washington, DC 20001  
(202) 626-5100

State of Maryland Public Service Commission  
6 St. Paul Centre  
Baltimore, MD 21202  
(410) 767-8000

PA Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17120  
1-800-PUC-1110

Delaware Public Service Commission  
1560 South Dupont Highway  
Dover, DE 19901  
(302) 739-4247

New Jersey Board of Regulatory Commissioners (BRC)  
Customer Assistance Center  
44 South Clinton Avenue  
CN 350  
Trenton, NJ 08625  
(201) 648-2350 (Newark office)



**SECTION 4**

**BILLING AND COLLECTIONS**

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## **Vendor Responsibilities**

The IPPSC establishes COCOT Lines. Information provided by the vendor/customer is essential for accurate billing and collections. Typically, the telephone number assigned to each line determines the billing date of each account. Billing to the vendor/customer will be made on a monthly basis. The billing party of record is held responsible for all calls originated from or accepted at the line. Screening and blocking features to prevent billing of collect and third number calls to COCOT service and to restrict operator assisted calls to collect, calling card and third party billing are available. See Section 5 for more information on these features.

Payment is expected upon receipt of the bill. The account is considered delinquent when the "due by" date printed on the bill is missed and may be subject to a late payment charge (see page 3). Making payments on time establishes a good credit rating. The credit rating determines whether deposits or advance payments may be needed in the future, and when currently-held deposits may be returned. Please call your customer service representative to discuss any concerns or questions about your bill. We will be happy to assist you.

Actual advance payment and deposit practices may vary by state. Contact the IPPSC in each state for payment arrangements.

## **Advance Payments/Deposits**

### **Advance Payments Are:**

- Required when establishing new service for subscribers without known telephone credit or unsatisfactory payment history.
- Equal to the installation charge.
- Applied directly to the first monthly bill.
- Must be paid before an installation due date is set.
- Not necessary with existing service account in good standing for more than 12 months.

### **Deposits Are:**

- Required from customers with unsatisfactory payment history, or unknown Business telephone credit.
- Required anytime a service is disconnected for nonpayment in addition to payment of any outstanding charges.
- Required when bankruptcy has been filed and BA continues to provide service.
- Collecting simple interest while securing the existing account. (Check with local billing office for current interest rates.)

**NOTE:** The IPPSC will quote applicable charges at the time the service request is placed.

## **Tax Exemption**

State and Federal Excise Tax are taxes on products and services. Exemptions are granted under certain provisions of the state or federal laws.

Proving the exemption is the responsibility of the vendor/customer. Send a copy of the letter to the appropriate IPPSC (see Section 2), including the appropriate tax exemption certificates, obtained through the government agency.

- Name of customer claiming exemption
- Date and telephone number of service
- Reason for exemption
- Manner of service usage for which exemption is claimed

## **Remittance Centers**

Payments should be sent to the Remittance Center indicated below:

### **Pennsylvania:**

215 Area Code

P.O. Box 8585

Philadelphia, PA 19173

### **Virginia:**

P.O. Box 27783

Richmond, VA 23272

717,412,610,814 Area Codes

P.O. Box 28000

Lehigh Valley, PA 18002-8000

### **Delaware:**

P.O. Box 646

Wilmington, DE 19896

### **New Jersey:**

P.O. Box 4833

Trenton, NJ 08650-4833

### **Maryland/Washington, DC:**

P.O. Box 646

Baltimore, MD 21265

### **West Virginia:**

P.O. Box 3937

Charleston, WV 25339



### **Late Payment Charge**

Bell Atlantic imposes a late payment charge on unpaid balances as reflected in the chart below:

STATE	DE	PA	NJ	MD	VA	WV	DC
RATE	---	1.25%	1.5%	1.5%	1.5%	1%	1%

### **Returned Check Charge**

To offset expenses associated with processing checks rejected by banks, the following fees are assessed in each jurisdiction:

STATE	DE	PA	NJ	MD	VA	WV	DC
CHARGE	\$15.00	\$15.00	\$15.00	\$8.00	\$10.00	N/A*	\$6.27

\* Not Applicable

One returned check charge applies to each check returned. If the check applies to more than one account, the charge is billed to only one of the accounts.